ANIMAL CONTROL OFFICER

Public Works | Animal Shelter

JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Animal Control Officer is responsible for enforcing parish and state animal control laws, responding to animal-related emergencies, and performing comprehensive field and shelter functions to ensure public safety and humane animal care.

JOB OVERVIEW

PAY TYPE
Non-Exempt (Hourly)

SCHEDULE
Monday to Friday
Must be available for rotating after-hour, weekend, holiday on-call schedule.

SHIFT
8 a.m. to 5 p.m.

LOCATION
Animal Shelter Facility

REPORTS TO
Animal Control Officer Supervisor

PHYSICAL DEMANDS
Lift up to 50 lbs. (medium)
Roll carts and cages
Bend, kneel, stretch, and safely handle animals.

WORK ENVIRONMENT
Frequent interactions with members of the public.
Indoors and outdoors in varying climates and conditions, including exposure to noise, chemicals, disease, and odors.

EQUIPMENT USED
Pickup truck, control pole, cat tongs, bite stick, gloves (PPE), small tools, chemical sprayer, industrial washer/dryer, autoclave, scale, syringe pole.

EMERGENCY EVENTS
Required to work during emergency events.

REQUIREMENTS
Valid Louisiana driver's license
Knowledge of Canine Behavior Assessments

In this role, the incumbent will be expected to perform comprehensive field and shelter operations by enforcing animal control laws, responding to emergencies, conducting investigations, providing humane animal care, supporting positive outcomes for animals and citizens, and maintaining accurate documentation, equipment, and certifications to ensure public safety and high-quality animal welfare services.

The Animal Control Officer supports positive outcomes for animals by facilitating reunifications, assisting pet owners, and performing intake, medical, and sheltering tasks in a compassionate and professional manner.

This position requires a compassionate individual who can work with a variety of animals in a fast-paced, emotionally demanding environment.

JOB DUTIES

- Enforce parish and state animal control laws by responding to calls for service, conducting investigations (cruelty, neglect, dogfighting, dangerous/vicious dog, and bites), issuing warnings and citations, and ensuring public safety.
- Respond to animal-related emergencies, including after-hours incidents, and assist law enforcement agencies during assigned on-call rotations.
- Perform humane animal handling, restraint, transport, and intake procedures, including administering basic preventative medical care and completing identification steps.
- Promote positive outcomes by assisting in reunification efforts, completing foster transactions, providing owner support, and educating the public on responsible pet ownership.
- Prepare accurate and thorough documentation, including case reports, forms, notices, citations, and records in animal sheltering software.
- Perform humane euthanasia on shelter animals and owner-requested animals in accordance with established protocols.
- Facilitate the Community Cat Program by coordinating trapping efforts, educating caretakers, managing trap distribution, tracking, and sanitation.
- Maintain assigned vehicle and equipment, ensuring cleanliness, sanitation, restocking, and timely reporting of maintenance needs.
- Participate in staff meetings, training sessions, and continuing education to maintain required certifications and compliance with annual training requirements.
- Assist with disaster and emergency response efforts, including search and rescue operations during hurricanes or other events.
- Perform routine and deep cleaning of shelter facilities; sanitize housing areas; provide enrichment, feeding, watering, and basic care for animals.
- Monitor animal health and behavior, administer medications as directed by a veterinarian, and elevate concerns when needed.
- Participate in animal inventory rounds and pathway planning to support shelter operations and animal outcomes.

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JOB DUTIES CONTINUED

- Dispose of deceased animals, including specimen preparation and submission for rabies testing when required.
- Testify in court proceedings and Dangerous Dog hearings as needed.
- Run errands and handle/dispose of biomedical waste according to safety procedures.
- Wash assigned vehicle monthly and complete quarterly controlled substance inventory and inspections with supervisors.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- Leadership Skills: Must demonstrate sound judgment and confidence in high-stress situations while guiding citizens, collaborating with partners, and serving as a calm, authoritative presence during field operations.
- Time Management: Must effectively prioritize multiple calls, reports, and shelter duties while managing deadlines and responding promptly to both routine and emergency situations.
- Analytical Skills: Ability to assess animal behavior, evaluate evidence during investigations, and make informed decisions that ensure public safety, animal welfare, and legal compliance.
- Communication Skills: Strong verbal and written communication to clearly interact with citizens, coworkers, law enforcement, and veterinarians through verbal instruction, written reports, and conflict-reduction techniques.
- Organizational Skills: Must maintain accurate records, manage equipment and controlled substances, track cases and field activities, and follow structured processes to ensure operational efficiency.
- Technical Skills: Proficient in using shelter management software, Microsoft 365 applications, social media platforms, mobile reporting tools, radios office equipment, and fear-free handling equipment while administering basic medical treatments according to protocol.
- Qualifications:
    - High School Diploma or GED certificate required.
    - Experience in animal handling, law enforcement support, or shelter operations is highly desirable.
    - Certification for animal euthanasia or the ability to obtain certification.